

# Enterprise Incident Report September 2012

As of 10/1/2012

GOED

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
GOED	Application Services	Martin Gonzalez	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Help Desk	James Stearns	0 0	1 1	0 0	1 1
		Sarah Johnson	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 1	0 0	2 1
	Metro A Desktop Support	Robert Wall	1 1	6 3	0 0	7 4
		<b>Assigned to Individual Total</b>	1 1	6 3	0 0	7 4
	Metro A Help Desk	Ed Conrad	0 0	2 1	0 0	2 1
		Liz Evans	0 0	3 3	0 0	3 3

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			High	Low	Medium	FCR Total
GOED	Metro A Help Desk	Assigned to Individual Total	0 0	5 4	0 0	5 4
	Voice Operations	Kelly Johnson	0 0	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	1 0	2 1
	Assigned Group Total		1 1	16 10	1 0	18 11
	Customer Company Total		1 1	16 10	1 0	18 11

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## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
GOED	Application Services	Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Bart Grant	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro A Desktop Support	Robert Wall	1 0	6 0	0 0	7 0
		Assigned to Individual Total	1 0	6 0	0 0	7 0
	Metro A Help Desk	Ed Conrad	0 0	2 0	0 0	2 0
		Liz Evans	0 0	3 0	0 0	3 0

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			High	Low	Medium	MIR Total
GOED	Metro A Help Desk	Assigned to Individual Total	0 0	5 0	0 0	5 0
	Voice Operations	Kelly Johnson	0 0	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Assigned Group Total		1 0	16 1	1 0	18 1
	Customer Company Total		1 0	16 1	1 0	18 1

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## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
GOED	Application Services	Martin Gonzalez	0 0.00	1 0.75	0 0.00	1 0.75
		Assigned to Individual Total	0 0.00	1 0.75	0 0.00	1 0.75
	Enterprise Security	Bart Grant	0 0.00	1 6.90	0 0.00	1 6.90
		Assigned to Individual Total	0 0.00	1 6.90	0 0.00	1 6.90
	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Sarah Johnson	0 0.00	1 0.04	0 0.00	1 0.04
		Assigned to Individual Total	0 0.00	2 0.02	0 0.00	2 0.02
	Metro A Desktop Support	Robert Wall	1 0.00	6 0.01	0 0.00	7 0.01
		Assigned to Individual Total	1 0.00	6 0.01	0 0.00	7 0.01
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.00	0 0.00	2 0.00
		Liz Evans	0 0.00	3 0.00	0 0.00	3 0.00

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			High	Low	Medium	ATTIR Total
GOED	Metro A Help Desk	Assigned to Individual Total	0 0.00	5 0.00	0 0.00	5 0.00
	Voice Operations	Kelly Johnson	0 0.00	0 0.00	1 0.05	1 0.05
		Romanza Hamblin Sorensen	0 0.00	1 0.45	0 0.00	1 0.45
		Assigned to Individual Total	0 0.00	1 0.45	1 0.05	2 0.25
	Assigned Group Total		1 0.00	16 0.51	1 0.05	18 0.46
Customer Company Total			1 0.00	16 0.51	1 0.05	18 0.46

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## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
GOED	Application Services	Martin Gonzalez	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Enterprise Security	Bart Grant	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro A Desktop Support	Robert Wall	1 0	6 0	0 0	7 0
		Assigned to Individual Total	1 0	6 0	0 0	7 0
	Metro A Help Desk	Ed Conrad	0 0	2 0	0 0	2 0
		Liz Evans	0 0	3 0	0 0	3 0

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GOED

			High	Low	Medium	MR Total
GOED	Metro A Help Desk	Assigned to Individual Total	00	50	00	50
	Voice Operations	Kelly Johnson	00	00	10	10
		Romanza Hamblin Sorensen	00	10	00	10
		Assigned to Individual Total	00	10	10	20
	Assigned Group Total		10	162	10	182
Customer Company Total			10	162	10	182

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## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
GOED	Application Services	Martin Gonzalez	0 0.00	1 28.57	0 0.00	1 28.57
		<b>Assigned to Individual Total</b>	0 0.00	1 28.57	0 0.00	1 28.57
	Enterprise Security	Bart Grant	0 0.00	1 6.90	0 0.00	1 6.90
		<b>Assigned to Individual Total</b>	0 0.00	1 6.90	0 0.00	1 6.90
	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Sarah Johnson	0 0.00	1 0.80	0 0.00	1 0.80
		<b>Assigned to Individual Total</b>	0 0.00	2 0.40	0 0.00	2 0.40
	Metro A Desktop Support	Robert Wall	1 0.09	6 0.21	0 0.00	7 0.19
		<b>Assigned to Individual Total</b>	1 0.09	6 0.21	0 0.00	7 0.19
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.32	0 0.00	2 0.32
		Liz Evans	0 0.00	3 0.00	0 0.00	3 0.00

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			High	Low	Medium	ATTR Total
GOED	Metro A Help Desk	Assigned to Individual Total	0 0.00	5 0.13	0 0.00	5 0.13
	Voice Operations	Kelly Johnson	0 0.00	0 0.00	1 0.35	1 0.35
		Romanza Hamblin Sorensen	0 0.00	1 0.98	0 0.00	1 0.98
		Assigned to Individual Total	0 0.00	1 0.98	1 0.35	2 0.66
	Assigned Group Total		1 0.09	16 2.45	1 0.35	18 2.20
Customer Company Total			1 0.09	16 2.45	1 0.35	18 2.20

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## Detail

<b>INC000000573114</b>	Fred Lange	Telecom	Voice Mail	Telephone		TIR Missed: No	0.05
	Voice Operations	Kelly Johnson	GOED	Medium	Closed	TTR Missed: No	0.35
<b>INC000000573294</b>	Tara Thue	Application	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.04
<b>INC000000573401</b>	Michael Sullivan	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	GOED	High	Closed	TTR Missed: No	0.09
<b>INC000000573629</b>	Tara Thue	Network	None	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Closed	TTR Missed: No	0.54
<b>INC000000574493</b>	Alisha Johnson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.00
<b>INC000000575204</b>	Myrna Hill	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	GOED	Low	Closed	TTR Missed: No	0.00
<b>INC000000575870</b>	Mimi Davis-Taylor	Application	Error	Novell GroupWise		TIR Missed: No	0.75
	Application Services	Martin Gonzalez	GOED	Low	Resolved	TTR Missed: Yes	28.57
<b>INC000000575999</b>	Myrna Hill	Network	Password	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.03
<b>INC000000577117</b>	Gary Harter	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.03
<b>INC000000577262</b>	Fred Lange	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	GOED	Low	Closed	TTR Missed: No	0.00
<b>INC000000579297</b>	Sue Watson	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.05
<b>INC000000580038</b>	Chad Davis	None	None	iPhone		TIR Missed: No	0.04
	Help Desk	Sarah Johnson	GOED	Low	Resolved	TTR Missed: No	0.80
<b>INC000000580080</b>	Marshall Moore	Telecom	Voice Mail	Telephone		TIR Missed: No	0.45
	Voice Operations	Romanza Hamblin Sorensen	GOED	Low	Resolved	TTR Missed: No	0.98
<b>INC000000581989</b>	Sue Watson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Resolved	TTR Missed: No	0.10
<b>INC000000582522</b>	Cicily Howell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	GOED	Low	Resolved	TTR Missed: No	0.00
<b>INC000000583404</b>	Austin Becker	Application	Error	M86		TIR Missed: Yes	6.90
	Enterprise Security	Bart Grant	GOED	Low	Resolved	TTR Missed: Yes	6.90

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<b>INC000000584688</b>	Franz Kolb	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	GOED	Low	Resolved	TTR Missed: No	1.12
<b>INC000000584779</b>	Tessa Karrington	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	GOED	Low	Resolved	TTR Missed: No	0.00